SONY

VAIO Digital Studio™ Computer Quick Start

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WELCOME

Congratulations on your purchase of the Sony VAIO Digital Studio™ computer! Your new, high-performance, multimedia computer combines audio, video, and information technology features.

- *About Your VAIO Digital Studio Computer*
- *To Unpack Your Computer*
- *To Choose an Ergonomic Location*

About Your VAIO Digital Studio Computer

Your computer may not be equipped with all of the features listed in this section. To view the specific configuration for your system, see the online specifications sheet.

VAIO AV applications

This suite of Sony original applications includes Smart Capture, DVgate™, DigitalPrint, SonicStage™, and MovieShaker™. These software applications make it easy to use advanced multimedia techniques to develop your personal audio and video creations. Using the i.LINK ports, you can capture, view, and share both still and video images, then catalog your work for fast, easy storage and retrieval.

DVD-RW drive (not available on all models)

This optical storage technology provides increased storage capacity and a dynamic multimedia computing experience. Your state-of-the-art DVD-RW drive writes to DVD-R, DVD-RW, CD-R, and CD-RW media, and plays your favorite DVDs and CDs. This drive also functions as the ideal solution for making backups and archiving data, with the ability to store up to 4.7 GB of data on a single DVD-R/DVD-RW media (You can store up to 650 MB of data on a single CD-RW media). Save movies, videos and still images to share with family and friends.

✍ Your DVD-RW drive does not support high-speed writing to a CD-RW media. Verify that your CD-RW media supports writing speeds of 2X or lower.

DVD-ROM drive (not available on all models)

This optical storage technology provides increased storage capacity and a rich multimedia computing experience. Your DVD-ROM drive plays both DVDs and CDs.

CD-RW drive (not available on all models)

This drive is the ideal solution for making backups and archiving data, with the ability to store up to 650 MB of removable, rewritable storage on a single rewritable CD. Save your movies to CD-R or CD-RW media and share videos and images with family and friends.

CD-ROM drive (not available on all models)

You can play your favorite audio and video CDs using this high-quality CD-ROM drive.

i.LINK (IEEE 1394) interface

Two built-in i.LINK ports, located on the front and rear panels, provide you with digital connection capability. The i.LINK name and logo identify a high-speed communication interface, which allows you to easily connect compatible digital camcorders.

✍ i.LINK is a trademark of Sony used only to designate that a product contains an IEEE 1394 connection. The i.LINK connection may vary, depending on the software applications, operating system and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other.

Please refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK devices to your system, such as an optical or hard disk drive, confirm their operating system compatibility and required operating conditions.

VAIO Smart keyboard

This PS/2® keyboard has programmable shortcut buttons for launching your favorite programs or accessing the Internet.

Sony audio and video quality

Take advantage of today's advanced multimedia applications, games, and entertainment software with the Sony high-fidelity audio system, high-powered 3-D graphics, and "Sony-Tuned" MPEG digital video playback.

Microsoft® Windows® XP operating system

Your system includes this latest consumer operating system from Microsoft.

Preinstalled software

All the software on your computer is preinstalled, configured, and ready for you to use right out of the box.

Communications

You have the choice of a variety of popular online services to browse the Internet, access e-mail, send faxes, and much more.

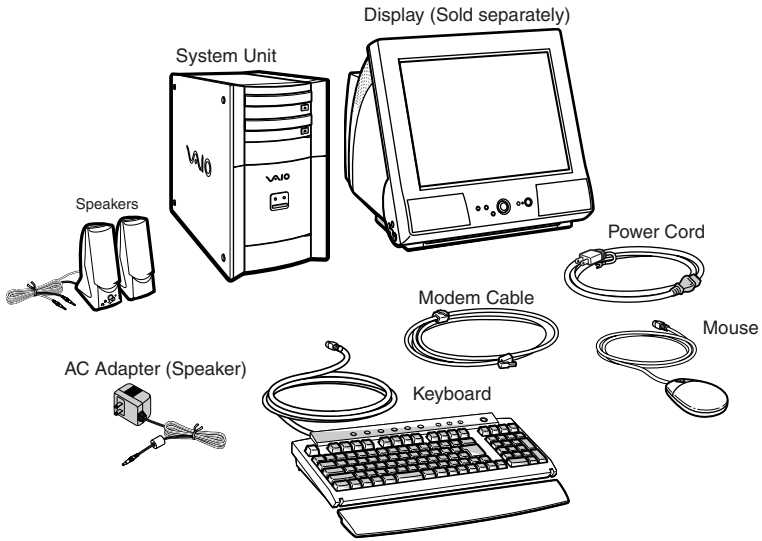
Exceptional performance

Your computer includes an AMD Athlon™ XP processor, a 10BASE-T/100BASE-TX Ethernet interface, and a V.90 data/fax modem.*

* Actual upload and download speeds may vary due to line conditions, ISP support, and government regulations.

To Unpack Your Computer

Computer and accessories



Manuals

- ***VAIO Digital Studio™ Computer Quick Start* —** Provides basic information on setting up and registering your computer. The Quick Start also provides software and support information.
- ***VAIO Digital Studio™ Computer User Guide* —** Contains information on the hardware and preinstalled software applications included with your system. To access the online manual:

  1 Click Start in the Windows taskbar, then click VAIO Help and Support.

  2 From the VAIO Help and Support menu, click VAIO User Guide.

- ***Safety Information* —** Supplies the safety and legal information about your VAIO computer.

- ***Specifications* —** This online specification sheet describes the hardware and software configuration of your VAIO computer. To view this online information:

  1. Click Start in the Windows taskbar, then click VAIO Help and Support.
  2. From the VAIO Help and Support menu, click VAIO User Guide.
  3. Click the Welcome link. The Welcome page displays in the right-side frame.
  4. Locate the link in the text, "Click here to view your computer's hardware specifications and software information."

- ***Microsoft® Windows XP® Guide* —** Explains how to use the basic features of the Windows® operating system.

Recovery CDs

- **System Recovery CD(s) —** Restore the software that shipped with your computer if it becomes corrupted or is erased. System Recovery CDs can only be used to restore the hard disk of the Sony computer you purchased.
- **Application Recovery CD(s) —** Reinstall individual software applications or drivers, if they become corrupted or are erased.

Software Library

The Software Library contains the Microsoft software license agreement and the Sony end-user license agreement.

To Choose an Ergonomic Location

Before you get started, find the best location for your new computer.

Planning your workspace

- **Stable work surface —** Use a stable work surface large enough to support the computer and other peripheral equipment.
- **Ventilation —** Leave at least eight inches of space on the left and back sides of your computer to enable proper ventilation.
- **Placement of the keyboard, mouse, and other input devices —** Place your keyboard, mouse, and other input devices so that your arms and hands are in a relaxed, comfortable position. The keyboard should be directly in front of you. Adjust the level of the keyboard so that your lower arms are parallel to the floor. Keep your wrists in a relaxed position when you are using the keyboard—not angled up or down. Use the palmrest only briefly, for resting. While typing, never use the palmrest or rest your hands on the table. Position the mouse at the same level as the keyboard. Hold the mouse with a relaxed hand, and use your whole arm to move it. Take breaks during sessions with your computer. Excessive use of the mouse or a joystick may strain muscles or tendons.
- **Furniture and posture —** Sit in a chair with good back support and armrests. Adjust the level of the chair so your feet are flat on the floor. A footrest may make you more comfortable. Sit with relaxed, upright posture—avoid slouching forward or leaning far backward.
- **Viewing angle of the display —** Position the display 18 to 26 inches directly in front of you, with the top of the screen at or a little below eye level. Use the display's tilting feature to find the best position. You can reduce eye strain and muscle fatigue by placing the display in the proper position.
- **Lighting —** Choose a location where windows and lights do not create glare and reflection on the display. Use indirect lighting to avoid bright spots on the display. You can also purchase accessories for your display that help reduce glare. Proper lighting adds to your comfort and work effectiveness.

SETTING UP YOUR VAIO DIGITAL STUDIO COMPUTER

Your computer has many new and exciting features. This section contains information on setting up your computer and connecting peripheral devices.

- *To Set Up Your Computer*
- *To Turn on Your Computer*
- *To Register Your Computer*
- *To Set Up Your Dial-up Connection*
- *To Set Up Power Management Modes*
- *To Shut Down Your Computer*

To Set Up Your Computer

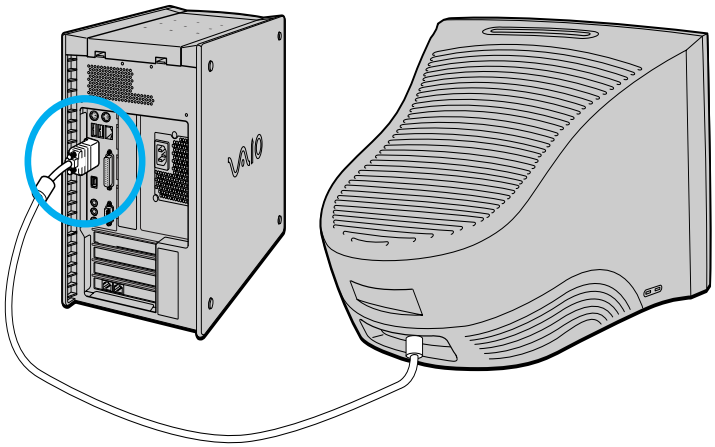
Your computer may not be equipped with the same hardware features shown in this section. See the online specifications sheet for your system's configuration.

Connecting a display (monitor)

1 Plug the display cable into the Monitor port.

2 If necessary, plug the display cable into the rear of the display.

Connecting a display



✍ Install your equipment so that you can easily reach the power outlet in the event of an emergency.

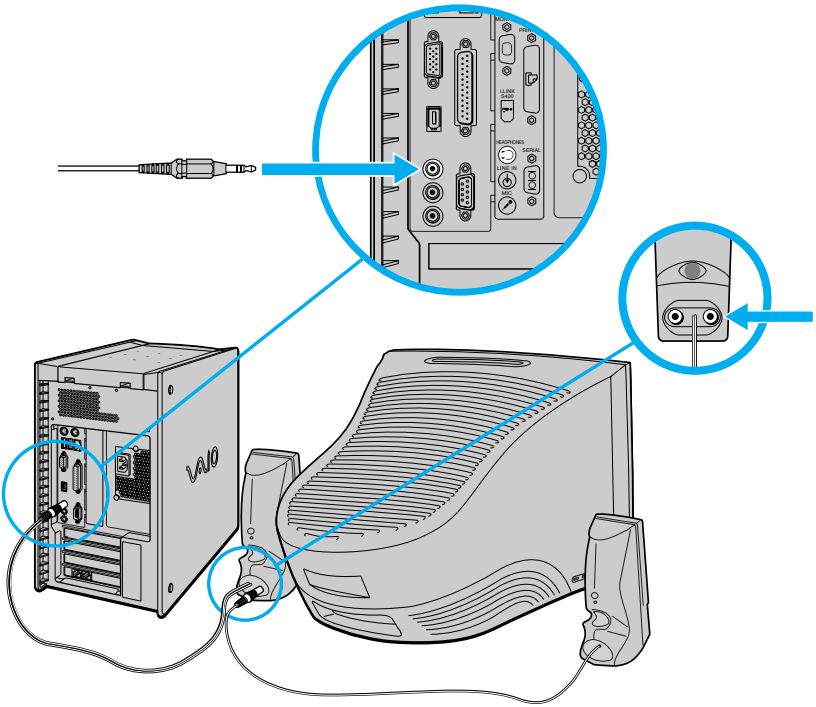
Connecting the speakers

1 Plug the cable attached to the left speaker into the L Out jack on the back of the right speaker.

2 Plug the cable attached to the right speaker into the Headphones jack.

3 Plug the jack end of the AC adapter cord into the DC In jack on the back of the right speaker and plug the other end into a grounded AC wall outlet or power strip.

Connecting the speakers

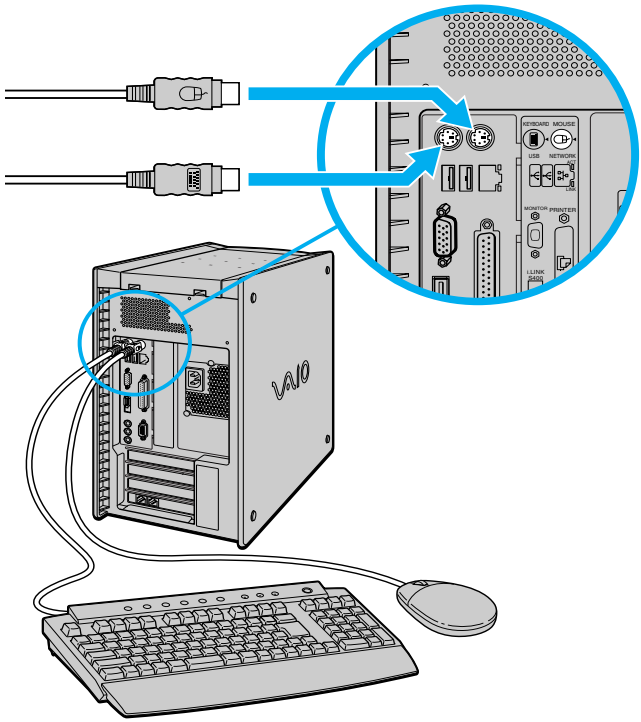


Connecting the keyboard and mouse

1 Plug the keyboard cable into the Keyboard port on the back of the computer.

2 Plug the mouse cable into the Mouse port.

Connecting the keyboard and mouse

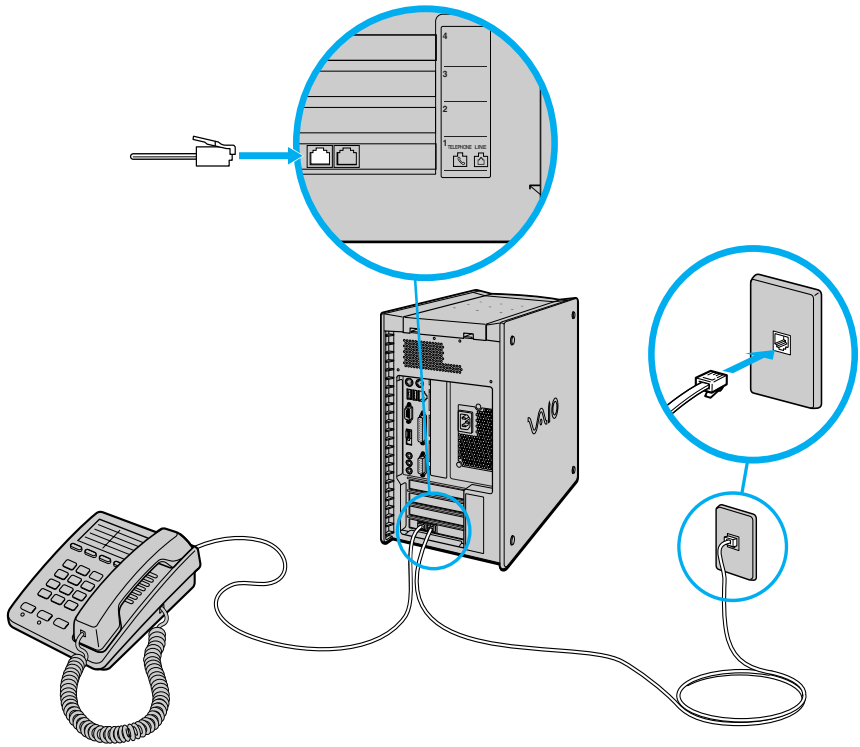


Connecting the modem cable

1 Unplug your telephone from the wall jack.

2 Plug the modem cable (supplied) into the Modem line jack on the computer, and then plug the other end of the cable into the wall jack.

Connecting the modem cable



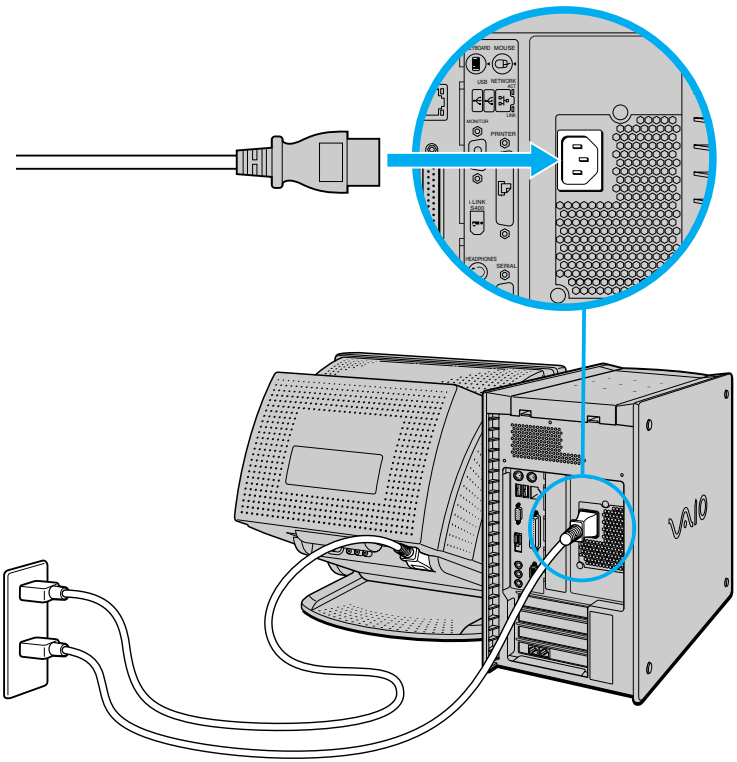
Your computer has a protective sticker covering the Ethernet port located on the rear panel. Connect only 10BASE-T and 100BASE-TX cables to the Ethernet port. Using other cables or a telephone cable may result in an electric current overload and can cause a malfunction, excessive heat or fire in the port. For help on connecting to a network, see your network administrator.

Connecting the power cords

1 Plug the power cord into the back of the computer.

2 Plug both the display and power cords into a grounded AC wall outlet or a power strip.

Connecting the power cords



To Turn on Your Computer

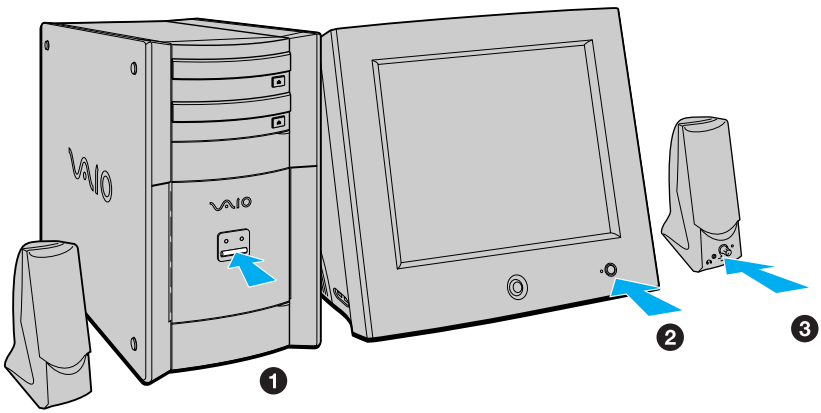
Turning on your computer

1 Press the power switch on the computer to turn on the power.

2 Press the power switch on the display to turn on the power.

3 Press the power switch on the right speaker to turn on the power.

Turning on your computer



When you start your system for the first time, your computer may detect new equipment and display a dialog box that asks you to restart your computer. Please respond to this request immediately.

To Register Your Computer

Take advantage of Sony's commitment to quality customer support and receive these benefits by registering your computer:

- **Sony Customer Support —** Communicate with a Support Representative to troubleshoot problems you may be having with your computer.
- **Limited warranty —** Protect your investment. See the Warranty Card for more details.

✍ You are prompted to register your computer the first time you turn on the unit. Follow the on-screen instructions to complete the registration process. If you are not able to register your computer during the first session, you are provided with additional registration opportunities later.

To Set Up Your Dial-up Connection

The first time you turn your computer on, follow these steps to set up your dial-up connection:

1 Click Start from the Windows taskbar and select All Programs.

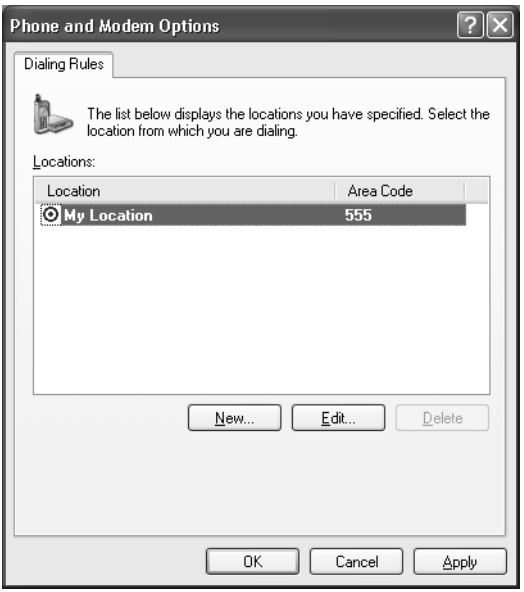
2 Point to Accessories, point to Communications, and then click New Connection Wizard. The Location Information window appears.

Location Information window

Location Information
Before you can make any phone or modem connections, Windows needs the following information about your current location.
What country/region are you in now?
United States
What area code (or city code) are you in now?
If you need to specify a carrier code, what is it?
If you dial a number to access an outside line, what is it?
The phone system at this location uses:
Tone dialing
Pulse dialing
OK
Cancel

3 Enter in your information as requested. Click OK. The Phone and Modem Options window appears.

Phone and Modem Options window



4 Click to select your dialing location and then click OK. The New Connection Wizard appears.

New Connection Wizard window

New Connection Wizard
Welcome to the New Connection Wizard
This wizard helps you:
• Connect to the Internet.
• Connect to a private network, such as your workplace network.
• Set up a home or small office network.
To continue, click Next.
< Back
Next >
Cancel

5 Follow the on-screen instructions to finish setting up your dial-up connection.

To Set Up Power Management Modes

When you plan to stop using your computer for a short period of time, you can set your system to automatically enter a power management mode. Your computer may have difficulty resuming from a power-saving mode, if the power scheme is not set up correctly.

Setting up your system's power management

Sony recommends following these steps for optimum power management:

1. Click Start in the Windows® taskbar and select Control Panel.
2. Select Performance and Maintenance. The Performance and Maintenance window appears.
3. Click Power Options. The Power Options Properties window appears.
4. Click the Hibernate tab and verify that the Enable hibernation check box is selected. Click Apply.
5. Click the Power Schemes tab. Select the Home/Office Desk power scheme.
6. In the section, "*Settings for Home/Office Desk power scheme,*" use the drop-down list to set a time value for System stand by or System hibernates. Do not set time values for both settings. Click Apply.
7. Click the Advanced tab. In the Power buttons section, "*When I press the power button on my computer,*" use the drop-down list and select Hibernate. Click Apply.
8. Click OK.

Your computer is set to enter a power-saving mode automatically. You can resume from this mode by briefly pressing the power button on your computer.

Stand by mode indicators

You can identify power management mode the computer is in by the color of the power indicator light.

Color	Mode
Amber	Computer is in Stand by mode.
Blue	Computer is in Normal mode, ready to use.
No color	Computer is turned off or in Hibernate mode.

To Shut Down Your Computer

When you are ready to turn off your computer for an extended period of time, use this procedure.

To avoid loss of data, do not use the Power switch to turn off the computer.

Turning off your computer

1. Click Start in the Windows taskbar and select Turn Off Computer.

   The Turn Off Computer dialog box appears.

2. Select the Turn Off option.

Respond to any prompts about saving your documents.

3. Wait for your computer to turn off automatically—the power indicator light turns off.
4. Turn off any peripheral devices connected to your computer.

If you plan to turn off your computer for a short period of time, you may want to use Stand by mode instead.

About the power switch

If your system stops responding, press and hold the Power switch for more than six seconds to force your system to shut down. You may need to repeat this procedure if your system does not shut down on the first attempt.

ABOUT THE SOFTWARE ON YOUR COMPUTER

Your VAIO® computer is ready to help you work, play, learn, and communicate as soon as you turn it on. This section provides an overview of the software titles preinstalled on your computer.

- *Overview Of Preinstalled Software Applications*
- *For Answers To Your Software Questions*

Overview Of Preinstalled Software Applications

Your computer may not include all of the software applications listed, depending on the system configuration purchased.

✍ Your computer's preinstalled software may include certain software versions or upgrades, and Internet services or offers that are available to U.S. customers only.

Adobe® Acrobat® Reader®
Adobe Systems Inc.
Acrobat Reader software allows you to view, navigate, and print electronic documents in Adobe's Portable Document Format (PDF), an open file format that is intended to preserve the fidelity of documents created on all major computer platforms.

Adobe® Photoshop® Elements (On selected models)
Adobe Systems Inc.
Using state-of-the-art image editing tools, you can unleash your artistic ability and create digital images for print, e-mail and posting to the Web. The versatile image capturing options allow you to start working with digital and traditional photos immediately. Explore endless creative possibilities for your personal images with Adobe Photoshop Elements.

Adobe® Photoshop® Elements Trial Version (On selected models)
Adobe Systems Inc.
This trial version of Adobe Photoshop Elements enables you to evaluate the software for 30 days, after which you can purchase the full program for a special price.

Adobe® Premiere® LE (On selected models)
Adobe Systems Inc.
Adobe Premiere LE offers interface and editing tools for producing movies for video, multimedia, or the Web. View source clips and edited footage simultaneously on-screen. You can create your own personal video clips that are up to three hours in length, with complete audio-video synchronization.

America Online®

America Online, Inc.

America Online is a popular Internet online service. Stay in touch with family and friends with easy-to-use e-mail. Manage your personal finances, get the latest news and sports scores, and chat with thousands of others who share your interests.

AT&T WorldNet® Service

AT&T Corp.

AT&T WorldNet Service offers fast, reliable Internet access. Customer benefits include Web-based e-mail, video e-mail, multiple e-mail accounts, free Web pages, online and live agent technical support, instant messaging, and parental controls.

CLIÉ Converter (On selected models)

Sony Electronics Inc.

CLIÉ Converter is a plug-in application that converts Giga Pocket™ Video Capsules into gMovie™ format for playback on your Sony CLIÉ™ handheld. After converting your Video Capsules, you can use CLIÉ Converter to transfer them to Memory Stick® media or to save them to your hard disk drive for transfer to your CLIÉ handheld during your next HotSync® operation.

DigitalPrint

Sony Electronics Inc.

This image management software makes it fun and easy to edit, import, and organize your digital pictures in a photo album for rich digital printing to any standard color laser or inkjet printer. Digital Print can also be used to make custom CD labels for your audio CDs.

DVDit!® for VAIO® PCs (On selected models)

Sonic Solutions

DVDit! software automatically converts your multimedia source files into the correct format for recording onto a DVD-R, DVD-RW, CD-R, or CD-RW or to a DVD folder on your hard disk drive. You can combine your favorite MPEG movie files and digital still images to create professional, high-quality DVDs.

DVgate™

Sony Electronics Inc.

Connect a digital video camera recorder to the i.LINK® port and capture your own video clips and still images. You can edit clips from your video, add new clips, and combine clips into new movie segments. You can also save your images in a variety of popular file formats.

EarthLink℠ Total Access®

EarthLink Inc.

An Internet Service Provider that supplies access, information, and assistance to its customers, introducing them to the Internet. Member benefits include e-mail, newsgroups, a Personal Start Page, a free 6 MB Web site, a member magazine, and 24-hour technical support.

Giga Pocket™ Personal Video Recorder (On selected models)

Sony Electronics Inc.

Giga Pocket Personal Video Recorder is a unique set of hardware and software components that provide you with excellent TV viewing, recording and playback experiences. You can watch and record your favorite TV programs from your computer, create custom playlists, and play your Video Capsules on other computers. Giga Pocket enables your computer, TV, VCR, and other video player devices to work in harmony.

Microsoft® Office XP Professional (On selected models)

Microsoft Corp.

Microsoft Office XP Professional software redefines the relationship between people and software by providing a smarter, simpler way of working. New Office XP Professional software features include context-sensitive smart tags, enhanced formatting options, and more, that enable you to continually integrate additional services into Office and access information anytime. The Office XP Professional suite includes Word, Excel, Outlook®, PowerPoint®, and Access.

Microsoft® Office XP Small Business Edition (On selected models)
Microsoft Corp.
Microsoft Office XP Small Business Edition helps you get work done more quickly by providing real-time, context-sensitive options for important actions, from formatting to error correction. Task panes consolidate important tasks into a single integrated view, enabling you to conduct searches, launch and format documents, and view the contents of your Clipboard from one location. The Office XP Small Business Edition suite includes Word, Excel, Outlook®, and Publisher.

MovieShaker™
Sony Electronics Inc.
Sony's original MovieShaker software creates personal movies that have transitions, background music, and text. Just import your video clips and "shake" with a click of the mouse. Your personal movies are easy to create and fun to share with family and friends.

PC-Cillin® 2000
Trend Micro, Inc.
PC-Cillin 2000 antivirus software provides complete, easy-to-use, Internet-era virus protection at your computer's entry points (including beaming, synchronization, and Internet access) to defend against potential threats hidden inside files, e-mail, or on the Web. (Subscription required after initial evaluation period.)

PicoPlayer™
Sony Electronics Inc.
PicoPlayer software is a video player application that enables you to use Giga Pocket™ Personal Video Recorder functions on a computer that does not have Giga Pocket Personal Video Recorder installed. You can play Video Capsules created by Giga Pocket Personal Video Recorder. If a Giga Pocket equipped computer is available on your home network, you can use PicoPlayer to watch TV and use the Giga Pocket Server's TV programming and recording functions.

PowerDVD

CyberLink Corp.

PowerDVD software offers high-quality playback of DVD movies on your computer. PowerDVD software includes all the controls you expect from a home DVD player, plus a range of additional features. For example, you can bookmark scenes to come back to them later. The customizable controls, advanced navigation bar, and dynamic player skins combine to deliver a premium viewing experience.

Quicken® 2002 New User Edition*

Intuit Inc.

Quicken software is a fast, easy way to organize your finances. Quicken works just like your checkbook, so it's easy to learn and use. You can even pay your bills online. Quicken manages all of your finances, bank accounts, credit cards, investments, and loans.

QuickTime®

Apple Computer, Inc.

The versatile QuickTime software plays many, many different kinds of media files, including video, audio, and virtual reality (VR) movies. You can play QuickTime files (referred to as "QuickTime movies") using QuickTime Player or any other application, such as a Web browser or word processor, that supports QuickTime software.

RealPlayer®

RealNetworks Inc.

RealPlayer is a high-quality streaming media player that supports many digital media formats. The user-friendly interface has enhanced navigation capabilities, allowing you to access and enjoy audio and video programming over the Internet. RealPlayer is your gateway to a superb Internet multimedia experience.

RecordNow DX (On selected models)

VERITAS Software Corp.

RecordNow is the ideal DVD/CD disc-mastering software. The new RecordNow DX wizard makes it easy for the novice user to start recording right away, while the more advanced user will appreciate extended features such as recording jobs, a detailed activity log, and the ability to customize drive settings.

* This version of Quicken software does not support the import of data from earlier versions. You must upgrade for a fee.

Simple DVD Maker (On selected models)
Sony Electronics Inc.
Simple DVD Maker software enables you to create video CDs and DVDs by writing Giga Pocket™ Video Capsules and video playlists to DVD-R, DVD-RW, CD-RW, and CD-R media. The DVDs that you create with Simple DVD Maker can be played on compatible DVD players and on computers with compatible DVD and CD drives.

Smart Capture
Sony Electronics Inc.
Smart Capture is a fun new way to send multimedia messages via e-mail. Smart Capture manages the i.LINK connection between your notebook and a Sony Digital Handycam Camcorder that supports the i.LINK interface. It allows you to capture compressed video or still images and save them to your hard disk drive or share via e-mail. A smart solution for computer, digital audio/video and network convergence.

SonicStage™ (On selected models)
Sony Electronics Inc.
The SonicStage jukebox application gives you all the tools you need to manage music on your computer. SonicStage software sports high-quality digital audio storage, a music visualizer, a sleek player skin design, audio CD burning capability (on computer models that include a CD recording device), and a parametric equalizer for fine-tuning audio playback.

SonicStage™ Premium (On selected models)
Sony Electronics Inc.
SonicStage Premium software is a special jukebox application that supports high quality digital audio playback and recording from the NetMD™, FM Tuner, and DVD-RW devices in your VAIO® MX computer. Recording from external analog and digital audio devices, such as CD players and MiniDisc players, is also supported. SonicStage Premium software includes several standard jukebox features, including a music visualizer, audio CD burning capability, and a parametric equalizer for fine-tuning audio playback.

Sony ScreenBlast™ ACID
Sony Pictures Digital Entertainment
With the powerful Sony ScreenBlast ACID software you can create royalty-free music by utilizing its loop-based production tool, including unlimited tracks and enhanced effects.

Sony ScreenBlast™ Sound Forge®
Sony Pictures Digital Entertainment
Sony ScreenBlast Sound Forge software enables you to record, edit, and process mono or stereo audio files for your multimedia or Internet projects. Whether you want to use a number of professional effects, convert video into streaming media, or synchronize audio to video—this software has everything you need to create rich, immersive multimedia and Internet content.

Sony on Yahoo!
Yahoo! Inc.
Personalize your own web portal with Sony on Yahoo! Get a free webmail account, customized news and local weather reports, comics, and more.

VAIO Action Setup
Sony Electronics Inc.
VAIO Action Setup manages the settings for your computer's Shortcut keys.

WordPerfect® Office 2002 Standard
Corel Corp.
WordPerfect Office 2002 Standard software includes all the applications you need to create professional-looking documents, newsletters, reports, presentations, and brochures while incorporating graphics, spreadsheets, charts, and tables with ease. This comprehensive suite includes the popular WordPerfect 10 word processor, the Quattro® Pro 10 spreadsheet program, the Corel® Presentations™ 10 presentation program, and a wide range of additional productivity-enhancing features.

For Answers To Your Software Questions

Check this support listing to locate support information for your computer's preinstalled software applications from the Internet, by e-mail, or by telephone.

✍ Your computer may not be supplied with all of the software applications listed, depending on the system configuration purchased.

Adobe® Acrobat® Reader®, Photoshop® Elements, Premiere® LE (On selected models)
(Adobe Systems Inc.)

Web site	http://www.adobe.com
e-mail	techdocs@adobe.com
phone	206-675-6126 (fee-based support)

Adobe® Photoshop® Elements Trial Version

Web site	http://www.adobe.com

America Online® (America Online, Inc.)

Web site	http://www.aol.com
phone	800-827-6364
hours	7 days a week, 24 hours a day

DVDit!® for VAIO® PCs (Sonic Solutions)

Web site	http://www.dvdit.com/support
phone	877-DVD-1124 (U.S. and Canada; fee-based support)
phone	415-893-7065 (outside the U.S. and Canada; fee-based support)
hours	M-F, 9:00 A.M.-6 P.M. (Pacific time)

EarthLink℠ Total Access® (EarthLink, Inc.)

Web site	http://help.earthlink.net/techsupport
phone	800-395-8410
e-mail	support@earthlink.net
hours	7 days a week, 24 hours a day

Microsoft® Windows® Operating System, Internet Explorer, Outlook® Express, Office XP (On selected models) (Microsoft Corp.)

Web site	http://www.sony.com/pcsupport
phone	888-4-SONY-PC (888-476-6972)*
hours	7 days a week, 24 hours a day

* Support from 888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

PC-Cillin® 2000 (Trend Micro, Inc.)

Web site	http://www.antivirus.com/pc-cillin/support
phone	510-859-0308; 900-820-8324*
hours	M-F, 8 A.M.-5 P.M. (Pacific time)

* Support from 510-859-0308 is free of charge, but subject to delays. Support from 900-820-8324 is fee-based, but offers immediate response.

Quicken® 2002 New User Edition (Intuit Inc.)

Web site	http://www.intuit.com/support
phone	900-555-4932; 800-644-3193*
hours	M-F, 5 A.M.-5 P.M. (Pacific time)

* Support from 900-555-4932 is fee-based. Support from 800-644-3193 is automated and free of charge.

RealPlayer® (RealNetworks, Inc.)

Web site	http://service.real.com/rjoptions.html
e-mail	http://service.real.com/help/call.html

RecordNow DX (VERITAS Software Corp.)

Web site	http://www.easy.co.jp/jrndx/sony

Sony Applications (Sony Electronics Inc.)

Web site	http://www.sony.com/pcsupport
phone	888-4-SONY-PC (888-476-6972)*
hours	7 days a week, 24 hours a day

* Support from 888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

Sony ScreenBlast™ ACID, Sony ScreenBlast™ Sound Forge® (Sony Pictures Digital Entertainment)

Web site	http://www.sonicfoundry.com/support
e-mail	support@sonicfoundry.com
phone	900-407-6642 (fee-based support)
fax	608-256-7300
hours	M-F, 9 A.M.-5 P.M. (Central time)

WordPerfect® Office 2002 Standard (Corel Corp.)

Web site	http://www.corel.com
phone	613-274-0500
hours	M-F, 8:30 A.M.-7:30 P.M. (Eastern time)

Sony Service Center

For the Sony Service Center nearest you, call 1-888-4-SONY-PC (1-888-476-6972). This service is free of charge for 90 days after the original date of purchase.

FREQUENTLY ASKED QUESTIONS

This section describes how to troubleshoot common problems you may encounter when using your computer. Many problems have simple solutions, so try these suggestions before using Support Resources. Your computer may not be supplied with all of the features discussed in this section, depending on the system configuration you purchased. To view the specific configuration for your computer, see the online specifications sheet.

- *About VAIO Digital Studio Computer Functions*
- *About Changing Your System's Default Settings*
- *About Your System Recovery CDs*
- *About Using The Optical Disc Drive(s)*
- *About The Speakers*
- *About The Modem*
- *About The Microphone*
- *About The Mouse And Keyboard*
- *About Using A Peripheral Device*

About VAIO Digital Studio Computer Functions

My computer does not start.

- ❑ Check that the computer is plugged into a power source and that it is turned on. Check that the power light is lit on the front panel of the computer.
- ❑ Confirm that a disk is not in the floppy disk drive (unless you are using a bootable floppy disk).
- ❑ Confirm that a CD is not in an optical drive (unless you are using a bootable CD).
- ❑ Confirm that the power cord and all cables are connected firmly.
- ❑ If you plugged the computer into a power strip or Uninterruptible Power Supply (UPS), make sure the power strip or UPS is turned on and working.
- ❑ Check that the monitor is plugged into a power source and turned on. Check that the brightness and contrast controls are adjusted correctly. See the manual that came with your display for details.
- ❑ Check that the computer is not in stand by mode.

Why did my computer or software application stop responding?

You can try to locate and close the software application that has stopped responding.

1 Press the Ctrl+Alt+Delete keys. The Windows® Task Manager window appears.

2 From the Applications tab, locate the application that has the status message, “Not responding.”

3 Select the application that has a Not Responding status and click End Task. Windows attempts to close the application.

If your computer does not respond or the application does not close, try the following steps:

1 Save any open files, if possible.

2 Press the Alt+F4 keys. The Turn Off Computer window appears.

3 Click Restart.

If your computer still does not respond and you cannot restart, shut down your computer by pressing and holding the power switch for more than six seconds.

If the software application continues to stop responding or causes your computer to stop responding, contact the software publisher or designated technical support provider.

Pressing and holding the power switch for more than six seconds, may result in the loss of data from files that are currently open.

Why does the Windows operating system stop responding during shutdown?

The Windows® operating system may not shut down properly for many reasons, including incompatible or conflicting drivers, damaged files, or non-responsive hardware. For troubleshooting information, you can search Windows Help.

1. Click Start in the Windows taskbar and select VAIO Help and Support. The VAIO Help and Support Center appears.
2. Select Fixing a Problem and then select Startup and Shut Down problems. A list of specific problem topics appears on the right side of the dialog box.
3. Select Startup and Shutdown Troubleshooter. Follow the on-screen instructions according to your specific situation.

I cannot find the Windows taskbar.

The Windows taskbar may be hidden or minimized.

- Use the mouse to locate a hidden taskbar by pointing to the left, right, top, and bottom edges of the screen. The taskbar appears when the cursor is placed over its location.
  1. Right-click on the taskbar and select Properties from the shortcut menu.
  2. Clear the check box for Autohide the taskbar, then click OK.
- Use the mouse to locate a minimized taskbar by pointing to the left, right, top and bottom edges of the display screen. The taskbar has been located when the cursor changes to a double arrow cursor. Left-click and drag away from the edge of the display screen. The minimized taskbar resizes and becomes visible.

Why is my system running slowly?

- The system responsiveness varies depending with the number of applications that are open and running. Close any applications that you are not currently using.
- Increasing the system memory may also help. For information on installing memory, please see the online VAIO User Guide.

About Changing Your System's Default Settings

How do I change the parallel port type to ECP, EPP, or bi-directional?

You can change the parallel port type using the System Setup utility (CMOS Setup Utility). To access System Setup:

1. Click Start in the Windows taskbar and select Turn Off Computer. Select Restart.
2. When the Sony screen displays, press the F2 key on your keyboard.
3. Select the Advanced tab from the Setup Utility screen.
4. Select "I/O Device Configuration" and press Enter.
5. Use the arrow keys to highlight Parallel Port Mode and press Enter.

✍ You can toggle between the Normal (bi-directional), EPP, ECP, and ECP+EPP options using the directional arrow keys.

6. Select the desired setting displays, and press Enter.
7. Press the F10 key to Save and Exit.

How do I change the video resolution of my display?

1. Click Start in the Windows taskbar and then select Control Panel.
2. Select Appearances and Themes, then select "Change the screen resolution."
3. Click the Settings tab.
4. Change the Screen resolution and Color quality to the desired levels.
5. Click Apply and then click OK.

About Your System Recovery CDs

My files are corrupted or deleted. How do I recover software applications that came with my computer?

See “Reinstalling software applications” in the online User Guide for more information.

My drivers are corrupted or deleted. How do I recover drivers that came with my computer?

See “Reinstalling device drivers” in the online User Guide for more information.

How do I access the reinstallation information in the online User Guide?

You can view this online information by following these steps:

1. Click Start in the Windows taskbar, then click VAIO Help and Support.
2. From the VAIO Help and support menu, click VAIO User Guide.
3. Click to open the “System and Application Recovery CD(s)” link. The subtopics displays in the right-side frame.
4. Click the desired subtopic to view specific information.

About Using The Optical Disc Drive(s)

✍ Your computer may not be equipped with all of the hardware features listed in this section. To view the specific hardware configuration for your system, see the online specifications sheet.

Why doesn't my optical drive tray open?

Use the Eject button

1 Make sure the computer is turned on.

2 Press the Eject button on the drive.

Use the My Computer icon

1 Click Start in the Windows taskbar, then select My Computer.

2 Right-click the appropriate optical drive icon.

3 Select Eject from the shortcut menu.

✍ Avoid using adhesive labels to identify your CD or DVD media. Adhesive labels may come off while the CD or DVD media is in use in your optical drive(s) and may cause damage to the unit.

Why can't I play a DVD or CD media?

- ❑ After inserting your optical disc, wait a few seconds for it to be detected before trying to access it.
- ❑ Verify that the disc is in the tray with the label side facing up.
- ❑ Install your CD or DVD software according to the manufacturer's instructions.
- ❑ If your drive reads some DVDs or CDs, but not others, check the shiny side of the disc for dirt or scratches.

✍ To recover the CD or DVD software applications that are preinstalled on your computer, see "Reinstalling software applications" in the online User Guide for more information.

Why isn't my DVD playing properly?

If a region code warning appears when you are using the DVD player application, it may be that the region code of the DVD you are trying to play is incompatible with the region code setting of your optical drive. A region code is listed on the disc packaging. Region code indicators such as "1" or "ALL" are labeled on some DVDs to indicate the type of player that can play the disc. Unless a "1" or "ALL" appears on the DVD or on its packaging, you cannot play the disc on this system.

If you hear audio but cannot see video, your computer's video resolution may be set too high. To improve video resolution, verify that your screen area is set to 1024 x 768, using 32-bit color (preset factory default). To check your video resolution, see the Troubleshooting topic, "How do I change the video resolution of my display?"

If you see video but cannot hear audio, check all of the following:

- ❑ Verify that your DVD player's mute feature is turned off.
- ❑ Check the master volume setting in the Audio Mixer.
- ❑ Check the volume settings on your computer speakers.
- ❑ Check the connections between your speakers and the computer.
- ❑ Verify that drivers are installed properly, by following these steps:

  1 Click Start in the Windows taskbar, then select Control Panel.

  2 Click Performance and Maintenance and then click Systems. The System Properties dialog box appears.

  3 Select the Hardware tab and then select the Device Manager button to view installed drivers.

A dirty or damaged disc may also cause the computer to stop responding while it tries to read the disc. If necessary, remove the disc and check that it is not dirty or damaged.

✍ To recover the CD or DVD software applications that are preinstalled on your computer, see "Reinstalling software applications" in the online User Guide for more information.

When I click an application icon, the message, "You must insert the application CD into your drive" appears and the software does not start.

- Some software applications require specific files that are located on the application's CD-ROM. Insert the disc and try starting the program again.
- Check to make sure you inserted the CD-ROM with the label side facing up.

Why doesn't my optical drive (DVD-RW) record to CD-RW media at higher speeds?

If you are having difficulty formatting CD-RW media for recording purposes, try changing the write speed to a lower setting. Your media must support writing speeds at 2X or lower.

See the Help or documentation that came with your CD or DVD recording software application for details on adjusting the write speed settings.

✍ Your DVD-RW drive does not support high-speed writing to a CD-RW media. Verify that your CD-RW media supports writing speeds of 2X or lower.

Why doesn't my optical drive (CD-RW) record to CD-RW media?

If you are having difficulty with writing, erasing, or formatting on your CD-RW media, the reason may be that the media is not compatible with your high-speed CD-RW drive. Try using CD-RW media that is identified as "high-speed" (4X or higher) for maximum performance and compatibility.

About The Speakers

Why is there no sound in any application?

- ❑ Check that the speakers are plugged into the Headphones jack.
- ❑ If your speakers have a mute button, verify that it is turned off.
- ❑ If your speakers are powered by batteries, verify that the batteries are inserted properly and that they are charged.
- ❑ If your speakers use an external power source, verify that the power cord is plugged into a grounded wall outlet or power strip.
- ❑ If your speakers have volume control, check the volume level.
- ❑ You cannot hear sound from your speakers if headphones are connected to your computer.
- ❑ If the software application you are using has its own volume control, check that the volume is turned up.
- ❑ Check the volume controls in the Windows® operating system using these steps:

  1 Click Start in the Windows taskbar, then select Control Panel.

  2 Select Sounds, Speech, and Audio Devices, then click "Adjust the system volume."

  3 From the Volume tab, adjust the Device volume by moving the slider bar to the desired sound level. Verify that the Mute option is not selected.

- ❑ Check that the Mute check box is not selected in the Windows volume control.

✍ You may need to reinstall the sound drivers. See "Reinstalling device drivers" in the online User Guide for more information.

About The Modem

How do I change my modem to rotary or Touch-Tone dialing?

1. Click Start in the Windows taskbar, then click Control Panel.
2. Click Printers and Other Hardware, then click Phone and Modem options.
3. From the Dialing Rules tab, click Edit. The Edit Location dialog box appears.
4. Select the Tone or Pulse option. Click OK.

Why is my modem connection slow?

Many factors influence modem connection speed:

- Telephone line noise
- Incompatibility with other telephone equipment such as fax machines or other modems.
- Internet Service Providers (ISP) connection capability may vary.

If you think your modem is not connecting properly to other PC-based modems, fax machines, or your ISP, check the following:

- Contact your telephone company and ask them to verify that your telephone line is free from line noise.
- If your problem is fax-related, check that there are no problems with the fax machine you are calling and that it is compatible with fax modems.
- For optimum performance, verify that your ISP point of presence (POP) telephone number is compliant with V.90 standards.
- If you are having a problem connecting with your ISP, check that they are not experiencing technical problems.
- Try connecting your modem through another telephone line, if available.

Why doesn't my modem work properly?

Your modem may be experiencing equipment or software conflicts. If your modem is not functioning properly, check the following:

- ❑ Check that the telephone line is plugged into the Line jack.
- ❑ Check that the telephone line is working properly. You can verify the line by plugging in an external device such as a standard telephone or fax machine and listening for a dial tone.
- ❑ Check that the access telephone number (POP) is correct.
- ❑ All software applications that are preinstalled by Sony are compatible with your computer's modem. If you have installed other software, contact the software publisher for information on how to configure the software in order to recognize the modem.
- ❑ If it appears that your modem is not functioning properly, check the device status.

  1 Click Start in the Windows taskbar, then click Control Panel.

  2 Click Printers and Other Hardware and then select Phone and Modem Options.

  3 From the Modems tab, click to select your modem.

  4 Click Properties. The Modem Properties window appears.

  5 Review the information in the Device status section. If your modem is not working properly, click the Troubleshoot button. The VAIO Help and Support Center window appears.

  6 Follow the on-screen instructions to resolve the problem.

✍ You may need to reinstall the modem drivers. See "Reinstalling device drivers" in the online User Guide for more information.

About The Microphone

Why doesn't my microphone work properly?

Check that the microphone is plugged into the Microphone jack.

Why is my microphone so sensitive to background noise?

If you find there is too much background noise when you record sound, you should adjust the microphone gain by following these steps:

1. Click Start in the Windows taskbar, then click Control Panel.
2. Click Sounds, Speech, and Audio Devices, then click Sounds and Audio Devices.
3. From the Audio tab, locate the Sound recording section and click Volume. The Recording Control dialog box appears.
4. Select the Options menu and click Properties. The Properties dialog box appears.
5. In the section, "Adjust volume for," select the Recording option. Click OK.
6. From the Recording Control dialog box, decrease the microphone volume level by moving the slider bar down.
7. Close the Recording Control dialog box and then close the Sounds and Audio Devices Properties window.

About The Mouse And Keyboard

Why doesn't my mouse work properly?

- ❑ Check that the mouse is plugged securely into the Mouse port.
- ❑ Save and close all open applications. Turn off your computer, wait approximately 10 seconds, and then restart your computer.
- ❑ There may be dust or dirt inside the mouse mechanism. To clean the mouse, follow these steps:

  1 Save and close all applications, and turn off your computer.

  2 Turn the mouse upside down.

  3 Remove the mouse ball cover on the back of the mouse by turning clockwise the ring that covers the mouse ball.

  4 Turn the mouse upright, and drop the mouse ball into your hand.

  5 Using a piece of tape, remove any dust or dirt on the mouse ball and inside the mouse ball socket.

  6 Return the mouse ball to the socket, and replace the mouse ball cover. Secure the cover by turning the ring counter-clockwise.

✍ You may need to reinstall the mouse drivers. See "Reinstalling device drivers" in the online User Guide for more information.

How do I set up my mouse for left-hand use?

1 Click Start in the Windows taskbar, then click Control Panel.

2 Click Printers and Other Hardware, then click Mouse. The Mouse Properties dialog box appears.

3 From the Buttons tab, select "Switch primary and secondary buttons" under the Button Configuration options.

4 Click Apply, then click OK.

Why doesn't my keyboard work properly?

- ❑ Check that the keyboard is securely plugged into the Keyboard port.
- ❑ Save and close all open applications. Turn off your computer, wait approximately 10 seconds, and then restart your computer.

About Using A Peripheral Device

How do I install a printer?

- If your printer has a USB, IEEE 1394, or infrared connection, contact the printer manufacturer for information or updates that may be required for proper installation.
- Check the printer manufacturer's Web site for the latest drivers for your operating system before proceeding with installation. Some printers do not function properly without the updated drivers for specific operating systems.
- To install your printer, follow these steps:

  1 Click Start in the Windows taskbar, then click Control Panel.

  2 Click Printers and Other Hardware, then click Add a Printer.

  3 From the Add Printer Wizard, click Next.

  4 Select Local Printer, then click Next.

✍ Place a check mark in the box for "Automatically detect and install my Plug and Play printer", if you are installing a recently manufactured printer with Plug and Play capability.

  5 Select the appropriate port, usually LPT1, and then click Next.

  6 Select the appropriate printer manufacturer and model

  7 Follow the on-screen instructions to print a test page and complete printer installation.

✍ If the printer is not included in the list and the printer manufacturer included a disk with a Windows XP Printer driver, choose Have Disk, enter the appropriate path for the disk or CD and click OK.

If the printer is not included on the list and no drivers are included with the printer, choose an alternate printer driver that your printer may emulate. Refer to the manual that came with your printer for specific emulation information.

Why doesn't my connected printer function when the computer resumes from a power saving mode?

Clear the printer memory by turning the printer off for approximately 10 seconds, and then turning it back on.

NOTES ON USE

The information in this section provides basic procedures for handling your system and common peripheral devices, using storage media, and locating upgrade procedures. A support resource listing is also provided to help you locate the appropriate support options.

- ❑ *About The Power Source*
- ❑ *About Disposing Of The Lithium Battery*
- ❑ *About Handling The Computer System*
- ❑ *About Upgrading Your Computer System*
- ❑ *About Handling A Monitor (Display)*
- ❑ *About DVD, CD, And Floppy Disk Media*
- ❑ *About Support Resources*

About The Power Source

✍ Before opening your computer, turn the system off and let it cool down for 10 minutes. This protects you against internal components that may be too hot to handle.

- Your computer operates on 100–120 V AC 50/60 Hz only.
- Plug all the power cords for your computer and its peripheral equipment into the same AC supply line. AC derived from different supply lines may result in voltage differences that can cause unstable operation or unwanted weak currents at the time of connection.
- Do not share the AC outlet with any other power-consuming equipment, such as copying machines or shredders.
- You can purchase a power strip with a surge protector. This device prevents damage to your computer caused by sudden power surges such as those that may occur during an electrical storm.
- If you live in an area that experiences frequent power fluctuations, you may want to purchase an Uninterruptible Power Supply (UPS). This device contains both a surge protector and a battery backup. The surge protector prevents damage to your computer caused by power surges. The battery backup safeguards your data during a brief period of power loss.
- The power control button on the front panel does not turn off the system AC power. To remove power from the system, you must turn off the computer and then unplug the AC power cord from the wall outlet or power strip.
- Do not place heavy objects on the power cord.
- Do not operate the system with the cover removed. Always reinstall the cover before turning on the system.
- To disconnect the cord, pull it out by the plug. Never pull the cord itself.
- Unplug your computer from the wall outlet if you will not be using the computer for a long time.
- Do not attempt to open the power supply. There are no user-serviceable parts in the power supply. To avoid personal injury or damage to your equipment, refer the repair or replacement of the power supply to qualified personnel only.

About Disposing Of The Lithium Battery

Dispose of the lithium battery properly. In some areas, the disposal of lithium batteries in household or business trash may be prohibited. You can return your unwanted lithium batteries to your nearest Sony Service Center or Factory Service Center. For the Sony Service Center nearest you, call 1-888-4-SONY-PC (1-888-476-6972).

Do not handle damaged or leaking lithium batteries. The lithium battery may explode if mistreated. Do not disassemble it or dispose of it in fire.

Replace the battery with a Sony CR2032 lithium battery. Using a type of battery other than a CR2032 may present a risk of fire or explosion.

About Handling The Computer System

✍ The computer uses high-frequency radio signals and may cause interference to radio or TV reception. If this occurs, relocate the computer a suitable distance away from the television or radio equipment.

- Do not place your Sony computer in a location subject to:
  - Heat sources, such as radiators or air ducts
  - Direct sunlight
  - Excessive dust
  - Mechanical vibration or shock
  - Strong magnets or speakers that are not magnetically shielded
  - Ambient temperature of more than 95ºF (35ºC) or less than 50ºF (10ºC)
  - High humidity, moisture, or rain
- Do not place electronic equipment near your computer. The computer's electromagnetic field may cause a malfunction.
- Provide adequate air circulation to prevent internal heat build-up. Do not place your computer on loose surfaces (such as rugs or blankets) or near materials (such as curtains or draperies) that may block its ventilation slots. Leave a space of at least 8 inches from the back panel of your computer.
- Clean the cabinet with a soft, dry cloth or a soft cloth lightly moistened with a mild detergent solution. Do not use any type of abrasive pad, scouring powder, or solvent such as alcohol or benzine, as it may damage the finish of your Sony computer.
- Should any solid object or liquid fall into the cabinet, keyboard, or mouse, shut down your computer and then unplug it. You may want to have the computer checked by qualified personnel before operating it any further.
- Use only specified peripheral equipment and interface cables; otherwise, problems may result.
- Do not use cut or damaged connection cables.
- Always switch the power off before connecting your computer to peripheral equipment; otherwise, damage may occur to the integrated circuits in your computer.

- Your computer, keyboard, and mouse consist of high-precision electronic parts. Do not drop them or bump them against other objects.
- Your Sony computer will not work with party lines, cannot be connected to a coin-operated telephone, and may not work with multiple telephone lines or a private branch exchange (PBX).
- If the telephone company makes a service call to your home or office and determines that your computer is responsible for the problem, the telephone company may bill you for the service call. If you do not disconnect your computer when it is adversely affecting the telephone line, the telephone company has the right to disconnect your service until you correct the problem.

Moisture condensation

If your computer is brought directly from a cold location to a warm one, moisture may condense inside your computer. In this case, allow at least an hour before turning on your computer. If any problem occurs, unplug your computer, and contact your Sony Service Center.

The hard disk drive

- Do not place the computer in a location that is subject to vibration or shock.
- Do not move the computer during operation.
- Do not subject the computer to sudden changes in temperature.
- Do not turn off the power while the computer is accessing the hard disk drive.

About Upgrading Your Computer System

The upgrading procedures described in the online manual, assume familiarity with the general terminology associated with personal computers and with the safety practices and regulatory compliance required for using and modifying electronic equipment.

- Disconnect the system from its power source and from telecommunications links, networks, or modems before you open the system or follow any of the upgrading procedures described in the online manual. Failure to do so may result in personal injury or equipment damage.
- Electrostatic discharge (ESD) can damage disk drives, add-on cards, and other components. Follow the upgrading procedures described in the online manual while working at an ESD workstation. If such a station is not available, use these precautions:
  - Avoid working in a carpeted area.
  - Do not handle materials that may produce or hold static electricity, such as cellophane wrappers.
  - Ground yourself by maintaining continuous contact with an unpainted metal portion of the chassis while performing the procedure.
- When removing a slot cover, be careful not to damage components on the system board or add-on cards. You may need to temporarily remove add-on cards that are next to the slot cover you want to remove.

About Handling A Monitor (Display)

- Do not change the display refresh rate to 85 Hz, as DVD playback and the DVgate software may not function correctly. Sony recommends that you keep your display at the preset, optimal refresh rate (75 Hz).
- Do not place the display near a strong magnetic force.
- Do not block the ventilation slots on the display.
- Using the computer in low temperature conditions may produce a residual image on the screen. This is not a malfunction. When the computer returns to normal temperature, the screen returns to normal.
- A residual image may appear on the screen if the same image is displayed for a lengthy period of time. The image disappears after a period of time. You can use a screen saver to prevent residual images.
- The screen becomes warm during operation. This is normal and does not indicate a malfunction.

About DVD, CD, And Floppy Disk Media

Handling floppy disks

- Do not open the shutter manually and touch the surface of the floppy disk.
- Keep floppy disks away from magnets.
- Keep floppy disks away from direct sunlight and other heat sources.

Handling CD or DVD media

- Do not touch the surface of the disc.
- Do not drop or bend the disc.
- Do not use adhesive labels to identify the disc. The label may come off while the disc is in use in the optical drive and damage the drive.

Cleaning CD or DVD media

- Fingerprints and dust on the surface of a disc may cause read errors. Proper care of the disc is essential to maintain its reliability. Do not use solvents such as benzine, thinner, commercially available cleaners or anti-static spray, as they may cause damage to the disc.
- For normal cleaning, hold the disc by its edge and use a soft cloth to wipe the surface from the center out.
- If the disc is badly soiled, moisten a soft cloth with water, wring it out well, and use it to wipe the surface of the disc from the center out. Wipe off any remaining moisture with a dry soft cloth.

About Support Resources

Sony provides several support options for your Sony computer. When you have questions about your computer and the preinstalled software, check these sources for answers, in the following sequence:

VAIO Quick Start	The *Quick Start* contains information on how to set up your computer quickly and easily.
VAIO Computer User Guide	The *User Guide* contains information on how to get the most from your computer, find help, and solve common problems. **(Note: The User Guide is not available in hard copy for all models.)**
Online (Electronic) Documentation	The *User Guide* is available electronically on your hard drive. Two additional guides, *Upgrading and Maintaining Your VAIO Digital Studio Computer* and the *Troubleshooting Help* are also available online. To access online documentation: **1** Click Start and point to VAIO Help and Support. **2** Click on the VAIO User Guide.
Online (Electronic) Specifications	This online specification sheet describes the hardware and software configuration of your VAIO computer. To view this online information: **1** Click Start in the Windows taskbar, then click VAIO Help and Support. **2** From the VAIO Help and Support menu, click VAIO User Guide. **3** Click the Welcome link. The Welcome page displays in the right-side frame. **4** Locate the link in the text, "Click here to view your computer's hardware specifications and software information."

Software application manuals and Help	Most manuals for preinstalled software are located on your hard disk drive as Help. You can access Help from the Help menu within the specific application. A printed manual may be available for some applications.
Knowledge Database	This database provides instant access to information on commonly encountered problems. Enter a description of your problem and the Knowledge Database searches for the corresponding solutions online. You can access the Sony Knowledge Database from the Sony Computing Support Web site at http://www.sony.com/pcsupport.
Sony Fax-on-Demand	This service provides you with answers to commonly asked questions. You can use this automated service to request a list of available topics. Select the topics that you want to view. To contact the Sony fax-on-demand service, call 1-888-4-SONY-PC (1-888-476-6972). (Requires a fax machine or fax software.)
Software Updates	You can download the latest software updates and software patches for your Sony computer by selecting Software Updates on the Sony Computing Support Web site at http://www.sony.com/pcsupport.
VAIO Computer System Reference Manual	This advanced reference manual supplies detailed technical information about your computer's hardware. This document is available on the Sony Computing Support Web site at http://www.sony.com/pcsupport.

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